Network Systems Administrator

General Definition of Work

This position is primarily responsible for providing server support; troubleshooting; and resolving software, operating system, and networking problems. Works with and reports directly to the Town's Director of Information Technology.

Essential Functions

The following functions are intended only as illustrations of the various types of work performed. The omission of the specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Execute tasks in the following areas: change request, trouble ticket, routine operation and maintenance, and server build.

Implement baseline changes under Director of Information Technology's oversight.

In charge of department in absence of Director.

Ensure build report is clear, and concise with log files.

Provide operational pager duty support for key network equipment including all switches and UPS.

Perform technical evaluations, analysis, and troubleshooting for all "supported" servers in response to Help Desk Tickets—which includes but not limited the following activities: Server failures, full system outage.

Perform server checklist.

Maintain server rooms.

Restore file and data information.

Familiarity with Law Enforcement application.

Perform operating system software updates/upgrades.

Create request for service support (SRS) from internal/external service providers.

Monitor/support tape backup.

Coordinate server installation.

Transition special propose servers. Including MUNIS and Energov.

Assess server loads and work with IT Director on developing tuning recommendations.

Request hardware replacements.

Submit Build Reports for routine deliveries.

Server Build and migration from MS Server NOS to next generation NOS.

Establish server baseline.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Assist in server maintenance and special projects, during extended work hours.

Communicate outage/degradation of server to management.

Understand and implement established technical and workflow procedures.

Knowledge, Skills and Abilities

Knowledge of authentication server software to possibly include SonicWall VPN client Password management software; Remote authentication dial-in user service RADIUS software.

Internet directory services software to include Active directory software; Domain name system DNS software; Network directory services software.

Extensive knowledge and experience working with computer software, enterprise networks and equipment.

Network monitoring software to possibly include Network, hardware, and software auditing software; System testing software.

Network security or virtual private network VPN management software to possibly include; Intrusion prevention system IPS software; Network and system vulnerability assessment software; Snort intrusion detection technology.

Transaction security and virus protection software to possibly include Ping software; Stack smashing protection SSP software; Symantec Corporation Antivirus; Virus scanning software.

Experience supporting IT requirements for the Intelligence Community.

ShoreTel Enterprize Phone systems.

Excellent written, oral and interpersonal communications.

Experience supporting IT requirements for the Intelligence Community.

Cisco CCNP/CCNA certified and working knowledge preferred.

MSCE/MCITP/MCTS Certifications preferred.

Demonstrated ability to work with minimal supervision in a team environment.

Ability to handle sensitive and confidential materials in a professional manner.

Ability to organize, plan, work on multiple projects, prioritize, and meet deadlines all under the direction of and needs of Town Administration.

Must have exceptional customer service skills and a pleasant and professional demeanor.

Ability to work evenings/weekends on an occasional basis as needed.

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Education and Experience

Bachelor's degree in Computer Technology and 3 or more years' Certified Network Administrator (CNA) experience or equivalent combination.

Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions, frequently sitting and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work has no special vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, using of measuring devices, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to fumes or airborne particles and exposure to toxic or caustic chemicals; work is generally in a moderately noisy location (e.g. business office with copy machines, telephones and/or computer printers, light traffic).

Special Requirements

Possession of a valid South Carolina driver's license.

Salary from low 50s to mid 60s depending on experience and all qualifications. EOE. We offer excellent benefits and a great place to work.